
**STUDY
CONTENT
AND
SCOPE**

- . Software Maintenance Planning, August 1982.
- . Trends in the Use of Repair Centers, September 1982.
- . 1982 Field Service Program Annual Report, September 1982.
- . Servicing Remote Customers Competitively, December 1982.
- . 1983 Field Service Program Reports:
 - Large Systems User Service Requirements.
 - Large Systems Service Competitive Analysis.
 - Small Systems User Service Requirements.
 - Small Systems Service Competitive Analysis.
 - Office Products User Service Requirements.
 - Office Products Service Competitive Analysis.
- . Third-Party Maintenance Market in Europe, June 1983.
- . Plus numerous special studies for individual clients.

- Current TPM users will be asked to provide information concerning the use of third-party service vis a vis service from the original equipment vendor.
- Potential users of third-party maintenance for each category of products will, similarly, be asked to describe motivational factors for choosing third-party service.

DELIVERABLES

- Clients of this study will receive the following:
 - One hundred fifty page report (two copies), the content of which is described in the attached preliminary table of contents.
 - Executive Summary (10 copies).
 - Inquiry service: telephone access to INPUT's senior staff for questions relating to the report contents for a period of 30 days after publication date.
 - An optional one-day presentation and discussion at INPUT or at client's premises, for an additional fee.

INPUT'S CREDENTIALS

- INPUT is a leading international market research and consulting firm specializing in the services market. Founded in 1974, INPUT conducts over 10,000 user and vendor interviews annually. Clients include small- and medium-sized firms as well as over 100 of the world's largest and most technically advanced companies.
- Previous studies undertaken by INPUT related to this marketplace include:
 - Third Party Maintenance, May 1981.
 - Users' Perception of Critical Maintenance, June 1981.
 - Pricing, Packaging, and Selling Field Services, August 1981.
 - Personal Computer Use in Large Companies, October 1981.
 - Organization and Structure of Field Service, December 1981.
 - Maintaining Low-Cost Equipment Profitably, June 1982.

- Trends to or from consumer types of service, including service "stores," will be examined.
- New products/services, including different contracts, will be observed.
- Guaranteed uptime.
 - Site spares.
 - Diagnostic assistance.
 - Site maintenance in lieu of service by individual unit.
 - Self maintenance.
 - Commissioning.
 - Facilities.
 - Supplies and accessories.
 - Software.
 - Network management.
 - Franchising.
 - "Throw away" modules.
- Anticipated changes in marketing strategies, execution, or delivery of product services will be noted where possible.
- Third-party maintenance acceptance trends by users will be examined to sense relative importance of selection criteria including:
 - Maintenance pricing.
 - Availability.
 - Services offered.
 - Desire to become independent from manufacturer.
- INPUT's forecast of financial performance will be included:
 - Industry revenues and profitability will be projected through 1989.
 - Assumptions for financial projections will be noted, including technical and anticipated administrative developments.
 - Field engineer productivity analysis and forecast will be included.

USER ATTITUDES REGARDING THIRD-PARTY MAINTENANCE

- The value of a comprehensive market study, such as this, for third-party maintenance is limited when information is based exclusively on current service vendors. The incremental value of information from users and potential users of third-party service has a significant bearing on future strategies, guidelines, and forecasts for third-party service.
- To develop a better insight into third-party maintenance potential, two groups of users will be polled to determine their readiness to use (and attitude towards) third-party maintenance.

THIRD-PARTY MAINTENANCE FIRMS' RESOURCES

- Organizational structures for third-party maintenance firms will be evaluated by division, departments, and branches.
- Field service locations by each third-party company will be provided.
- Personnel profiles for third-party firms will analyze, where possible:
 - For field engineers:
 - Number of field engineers.
 - Background and source.
 - Measurement of technical skill.
 - Promotion program.
 - Compensation.
 - For support personnel:
 - Types required and numbers.
 - Value added.
- Interrelationships with suppliers, distributors, agents, and manufacturers will be described.
 - Who does what to whom, when, where and for how much?
- Systems approaches to third-party maintenance will be examined.
 - Centralized dispatch.
 - Escalation.
 - Remote diagnostics.
- Critical mass components will be studied to show relationships between:
 - Equipment density.
 - Field engineers' proximity to the equipment.
 - Field engineers' productivity.
 - Remote regions.
 - Rationale for opening new service offices.

PROJECTIONS OF THE THIRD-PARTY MAINTENANCE MARKET IN THE 1984-1989 PERIOD

- Expectations of new areas for third-party maintenance exploration will be analyzed.

- Financial data will be provided to the extent respondents agree to share this information. This will include:
 - Revenues by year and by engineer.
 - Profit percentages by year.
 - Productivity achievements.
 - Pricing strategies and methodologies.
 - Inventory methods of costs.

COMPONENTS OF THIRD-PARTY SERVICE

- This section will provide detailed analyses of what third-party maintenance firms include in their service offerings.
 - On-site, on-call, and time-and-materials options will be assessed along with other alternatives such as:
 - Exchange programs.
 - Loaner programs.
 - Mail-in service.
 - Telephone support.
 - Parts only or labor only.
 - Consulting or other services provided.
 - The extent that modular or unit board swapping is employed will be measured.
 - Rationale for board swapping will be investigated, including who does the swapping in third-party maintenance firms.
- Dependence upon and quality of backup support from original manufacturers are vital. Critical areas to be examined are:
 - Software support.
 - Repairs and second-level troubleshooting support.
- Response times are fundamental to third-party maintenance firms' business thrust.
 - A breakdown of response times by service vendors will be provided.
- Coverage periods and options will also be provided.
- Other products/services offered, such as, supplies, accessories, commissioning, and facilities planning will be included.

- User organizations interviewed will be of equal quantities of small (less than \$100M companies), medium (from \$100M to \$250M companies), and large (greater than \$250M companies).
 - Study data will consist of responses to and analysis of specific questionnaires, information from previous INPUT studies, and secondary research.
 - Questionnaires will be designed and developed by INPUT and reviewed by clients prior to interviews.
 - Clients will indicate those TPMs that should be targeted.
- (INPUT cannot guarantee responses from the recommended list of firms; however, INPUT already has a data base of information on certain vendors).

KEY ISSUES ADDRESSED

CHARACTERISTICS OF THE THIRD-PARTY MAINTENANCE MARKETPLACE

- Market share statistics, as perceived by respondents, will provide focus for major competitors in third-party maintenance. An analysis of the customer base by type of equipment and type of customer will be sought.
- Type of equipment serviced by each respondent firm will be classified into the categories of equipment shown in Section IVA of the report (see attached preliminary table of contents).
- Motivation for third-party maintenance firms for originally going into business and servicing specific markets and the degree of success obtained will provide useful guidelines for clients. Rationale for exclusion or inclusion of products to be served are important factors which will be determined.
- Marketing techniques will be explored to derive methods for promoting and pricing the service product.
 - Advertising and promotional programs will be noted, including extent of use of direct mail or telemarketing.
 - Sales aspects of third-party maintenance will determine:
 - Who actually sells third-party maintenance.
 - Incentive programs for maintenance sales.
 - Industry accepted pricing will be determined for the various levels of service offered for each of the product categories covered.

STUDY SCOPE AND METHODOLOGY

- The study will focus on the U.S. market for third-party maintenance service.
 - Planned completion date is June 1984.
 - Emphasis will be on user requirements from all company sizes (small, medium, and large) with a minimum of 200 potential and current users interviewed.
 - Vendor plans and financials will be provided, to the extent possible, by vendor name and otherwise through anonymous profiles.
 - A minimum of 50 vendors who currently offer TPM will be interviewed.
 - The TPM market for the following equipment categories will be explored separately and in detail: office equipment (word processors, facsimile devices, copiers), personal computers, turnkey systems/OEMs, computers (mainframes and minis), and peripherals and terminals.
telecom/data comm.
 - New opportunities for TPM vendors will be examined where current expertise could have high transfer value.
 - Delivery modes (on-site, carry-in, repair depot, service shop, etc.) will be examined for user acceptance/requirements, price sensitivity and industry pricing norms, productivity, and cost.
 - Clients subscribing to this program can suggest specific questions and areas of concern for inclusion in the study, providing they are provided before study launch.
- Sources of TPM vendor information will include, but will not be limited to, the companies listed below:

- Braegen.	- Grumman Data Systems.
- Bunker Ramo.	- Honeywell.
- Carterfone.	- Indeserv.
- Control Data.	- Kalbro.
- Decision Data.	- RCA Services.
- Digital Equipment Corporation.	- Sorbus.
- Dow Jones.	- TRW Customer Service.
- GEISCO.	- Tymshare.
- General Automation.	- Xerox.

CLIENT BENEFITS

- This special focus on the TPM market will provide subscribers with in-depth data on vendors, market size, market development, user requirements and buying patterns.
- With this up-to-date analysis, subscribers can:
 - Establish realistic market plans and pricing strategies.
 - Review competitive postures and methodologies.
 - Target profit and growth opportunities.
 - Analyze market shares by equipment type.
 - Examine rationales used by other firms for deciding to enter given TPM markets.
 - Observe the marketing techniques employed by vendors.
 - Receive organizational and financial analyses of typical TPM vendors.
 - Enhance long-term planning with sound statistical data on the industry.
 - Evaluate the TPM market for extending a currently captive base.
 - Select appropriate TPM vendors for consideration for private label or individual use.

USERS OF THIS INFORMATION

- This research is designed to provide hard factual data to a wide range of functions for a variety of decisions, including:
 - VICE PRESIDENT OF OPERATIONS - for setting strategic directions, allocating resources, and determining viability of new markets.
 - FIELD SERVICE MANAGERS - for identifying practical methodologies for dealing with engineer productivity, response time, and personnel issues.
 - MARKETING MANAGERS - for establishing the most profitable market focus, pricing, and service-packaging approaches.
 - VICE PRESIDENT OF MARKETING - in start-up, manufacturers will use the study to evaluate and select private label vendors and establish a basis for contracting out services.
 - MANAGERS - of large information systems departments within companies will use the data to evaluate the viability of using TPM and to select qualified vendors for consideration.

THIRD-PARTY MAINTENANCE: THE VENDORS, THEIR SERVICES, AND THEIR MARKETS, 1984-1989

OVERVIEW

- Third-Party maintenance (TPM) service has become an increasingly acceptable means of support to end users. This acceptance is expected to increase in proportion to the expansion of geographic coverage by third-party service vendors and the improvement in their services. Even more important has been the recent entry of major equipment manufacturers such as DEC, Honeywell, and NAS.
- Private label maintenance, whereby a manufacturer contracts its entire maintenance activity to a third party, is an important component of this market. Single-source maintenance aims at offering a single contact point for all service/support contacts for each user site, independent of the vendor supplying the products needing service.
- Low cost products from terminals to personal computers, including the whole office equipment area, are already lucrative markets for third-party maintenance vendors and include some of the fastest growing markets.
- Major marketplace developments include:
 - Increased competition for service business.
 - Proliferation of service vendors.
 - Availability of new equipment distribution channels.
 - Shifts in user service criteria and methods.
 - Trend toward micro-based systems.
 - Need for integrated software/firmware/hardware services.
- This new multiclient program offers vendors a unique opportunity to explore this complex and rapidly growing market through the application of INPUT's present research capabilities and long experience in the field service arena.

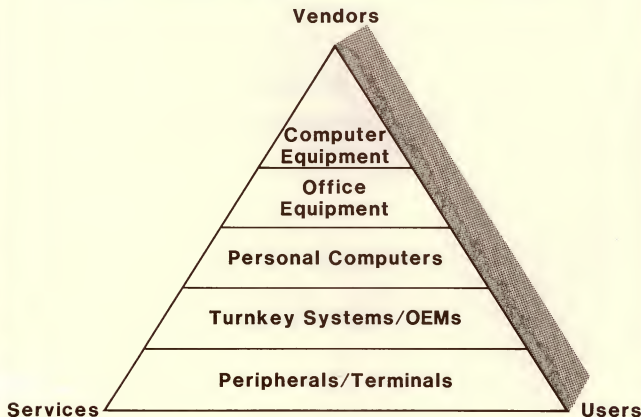
**NEED
FOR
THE
STUDY**

12.15.5

ACCOUNTS

Northern Telecom
IBM
Honeywell
DEC
Memorex

Third-Party Maintenance: Microdata
NCR
Xerox
The Vendors, Their Services
And Their Markets, 1984-1989



Prospectus for a Multiclient Study

INPUT

THIRD-PARTY MAINTENANCE: THE VENDORS,
THEIR SERVICES, AND THEIR MARKETS, 1984-1989

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APPENDICES

- A. User Questionnaire
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STUDY AUTHORIZATION

**Third-Party Maintenance:
The Vendors, Their Services
And Their Markets, 1984-1989**

To: INPUT
1943 Landings Drive
Mountain View, California 94043

*input. to
questionnaire
until 4/15/84*

I would like to become a charter member of this multiclient study for the fee of \$5,000; one-half due and payable upon authorization, the remainder to be paid upon receipt of the study. Charter members are those subscribing before March 30, 1984, after which the study cost is \$6,500.

April 30

- ☐ Enclosed is my check for \$ _____.
- ☐ Please bill my company, on purchase order number _____, for \$ _____.

CONFIDENTIALITY AGREEMENT

The client agrees to hold as confidential all information provided by INPUT through this study. The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT.

The client agrees to control access to the information provided to prevent unauthorized disclosure in violation of this agreement.

INPUT exercises its best efforts in preparation of the information provided under this agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided.

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About INPUT

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions. Continuing services are provided to users and vendors of computers, communications, and office products and services.

The company carries out continuous and in-depth research. Working closely with clients on important issues, INPUT's staff members analyze and interpret the research data, then develop recommendations and innovative ideas to meet clients'

needs. Clients receive reports, presentations, access to data on which analyses are based, and continuous consulting.

Many of INPUT's professional staff members have nearly 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed in 1974, INPUT has become a leading international planning services firm. Clients include over 100 of the world's largest and most technically advanced companies.

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INPUT

Planning Services for Management

Harvey Schnapp
(alphabetical kl. no.)

118 Total

\$5

Second Annual North American 3rd Party Maintenance Guide

The growth of Third Party Maintenance is explosive. There are independents, manufacturers and corporate divisions providing Third Party Maintenance in every significant product marketing segment.

We printed our first Third Party Maintenance Guide in the October 1982 *Field Service Manager*. At the time we listed 46 organizations providing Third Party Maintenance. Eliminating duplicate listings submitted by members, the 1983 3rd Party Maintenance Guide provides a listing of 118 organizations.

The guide lists members' companies offering Third Party Maintenance in alphabetical order. The survey data is summarized for the 118 organizations that responded to the survey. AFSM regrets if it missed any organization offering third party service. We are dependent upon our members responding to survey questionnaires.

Action Support Service Corporation

8712 Hillcrest Avenue
Crystal Lake, IL 60014
ATTN: Larry D. Springer
President
815-455-4018

ADP Network Services, Inc.

175 Jackson Plaza
Ann Arbor, MI 48106
ATTN: Roger O'Brien
VP, Hardware Eng.
313-769-6800

AFI/DataTrol

Brent Drive
Hudson, MA 02154
ATTN: Charles Mitchell
Nat'l Repair Depots Mgr.
617-568-1411 Ext. 510

American Computech, Inc.

6974 Convooy Court
San Diego, CA 92111
ATTN: Roy Rains
General Manager
619-571-7961

American Electronics Inc. of Columbia

3035 Main Street
Columbia, SC 29201
ATTN: Jack Starling, President
803-252-4728

ARC Electronic Associates

905 Bassett Road
Westlake, OH 44145
ATTN: Ron Gorman
Service Manager
216-835-8400

Arrow Electronics Comm. Comp.

Prod. Group
22 A Street

Burlington, MA 01803

ATTN: Howard Rodenstein
Director of Field Service
617-272-8372

Associated Computer Engineers

1250 Union Street
San Diego, CA 92101
ATTN: Neil Williams, President
619-233-0103

Associated Data Services, Inc.

5022 Belair Road
Baltimore, MD 21206
ATTN: Carl E. Bollinger
President
301-325-1110

ATI Service

1501 Grandview Avenue
P.O. Box 400
Thorofare, NJ 08086
ATTN: B.F. Hoffman
Exec. VP, Field Service
609-845-7300

BBA, Ltd.

1414 Atwood Avenue
Johnson, RI 02919
ATTN: Dick Armstrong, Director
401-273-1440

Bell & Howell Service Company

6800 McCormick Road
Chicago, IL 60645
ATTN: David C. Hallquist
VP, Marketing and Sales
312-675-7600

Bunker Ramo Information Systems (Allied)

30 Nutmeg Drive
Trumbull, CT 06902
ATTN: Bob Land
Director Service Marketing
203-386-2011

Bytex Corporation

3305 Northland Drive, Ste. 400
Austin, TX 78731
ATTN: Russell L. Harrell
VP, Eng. Services
512-451-5282

C. ITOH Electronic, Inc.

5301 Beethoven Street
Culver, CA 90230
ATTN: Marvin Hunt
Product Manager
213-306-6700

Carterfone Communications Corporation

8604 Wilbur Avenue
Northridge, CA 91324
ATTN: Bill Hickish
Service Sales Manager
213-701-5547

Circle Computer Services, Inc.

930 Remington Road
Schaumburg, IL 60195
ATTN: Charles Bauza
Branch Manager
312-884-6011

Cirvis, Inc.

P.O. Box 1096
Huntington Beach, CA 92647
ATTN: Bonnie L. Nelson
Administration Manager
714-891-2000

Computer Equipment Services

12624 Daphne Avenue
Hawthorne, CA 90250
ATTN: Chuck Williams
President
213-777-4070

Computer Field Services, Inc.

561 Windsor Street, P.O. Box 409



3/15/84 Letter L.R.

Somerville, MA 02143
ATTN: Steve Miles
Marketing Manager
617-628-1177

Computer Hardware Maintenance Co., Inc.

528 Street Road
Southampton, PA 18966
ATTN: Mike Paglaicetti
Dir., Field Maintenance
215-364-4444

Computer Maintenance, Inc.
1433 W. Fullerton Avenue, Ste. M
Addison, IL 60101
ATTN: Dan Eremenchuk
President
312-953-1555

Computer Sales & Service Corporation

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Metairie, LA 70003
ATTN: Kenneth Schroyer
President
504-455-5500

Computer Systems Support Corporation

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ATTN: William Russell
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Control Data Corporation

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Minnetonka, MN 55343
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Business Mgmt. Office
612-931-3039

CPX

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Northridge, CA 91324
ATTN: Larry Levinson, President
213-709-4003

Data Card Corporation

11111 Brewd Road W.
Minnetonka, MN 55343
ATTN: Jerry Schulkers
W. Reg. Service Manager
612-933-1223 Ext. 321

Data Entry, Inc.

6442 Edgewater Drive
Orlando, FL 32810
ATTN: Jim Walton, President
305-299-6520

Data Processing Equipment Repair

48 Brook Mill
Chesterfield, MO 63017
ATTN: Harold Pingel, President
314-532-1530

Data Sales Company, Inc.

12100 Riverwood Drive
Burnsville, MN 55337
ATTN: Jane A. Breckner
Salesperson
612-890-8838

Dataflex Corporation

777 Walnut Avenue
Cranford, NJ 07016
ATTN: Neal Brush
Director Technical Services
201-272-4000

Datatronics, Inc.

13326 B. Street
Omaha, NB 68144
ATTN: E. J. Poss, President
402-330-3292

Decision Data Computer Corporation

1600 Route 22
Union, NJ 07016
ATTN: J.L. Penbena
Director Service Manager
201-688-4644

Decision Sciences Corporation

528 Fox Pavillion
Trenton, NJ 08611
ATTN: Don Blumberg
President
215-887-1970

Delta Data Systems Corporation

2595 Metropolitan Drive
Trevose, PA 19047
ATTN: Fred Field
Manager of Commercial Service
215-322-5400

Desert Mountain Peripherals, Inc.

4131 N. 24th Street, S223
Phoenix, AZ 85016
ATTN: John Whynot, President
602-957-0884

Digital Equipment Corporation

5600 Apollo Drive
Rolling Meadows, IL 60008

ATTN: Orlando May
Sales Support Manager
312-640-5500

DMC Systems, Inc.

2300 Owen Street
Santa Clara, CA 95051
ATTN: Jack Seitz
Director of Marketing
408-727-4444

Dow Jones & Company, Inc.

P.O. Box 300
Princeton, NJ 08540
ATTN: David M. Davis
National Field Service Manager
609-452-2000 Ext. 2153

Eaton Corporation, Data Sys. Svc. Division

5875 Green Valley Circle
Culver City, CA 90230
ATTN: R. L. Dillon, Director of
Marketing
213-215-0853

El-Tel, Inc.

17 Academy Street
Newark, NJ 07102
ATTN: John R. Toczylowski, VP
201-242-7248

Electronic Engineering Company

6896 Snowville Road
Brecksville, OH 44141
ATTN: Allen M. Hamula
Director of Operations
216-526-4350

E-O Data Corporation

7860 Airport Hwy.
Pennsauken, NJ 08109
ATTN: Frank L. Balzano
VP, Service
609-482-2580

Exide Corporation

101 Gibraltar Road
Horsham, PA 18974
ATTN: D. E. Derham
Manager, Service Operation
215-674-9500

Field Support Bank

2150 East Thomas Road
Phoenix, AZ 85016
ATTN: Hal Rabin, VP
800-528-6052

Fisher Scientific Company

585 Alpha Drive
Pittsburgh, PA 15238
ATTN: Dick Wilson

the field service manager

1800

General Manager
412-562-8434 *963-1668*

General Computer Engineering Company

20820 Greenfield Road, Ste. 303
Oak Park, MI 48237
ATTN: Alan J. Brown, Field Service Manager
313-968-1279

General Diagnostics, Inc.
13009 S. Broadway
Los Angeles, CA 90061
ATTN: C. M. Johnson
VP Operations
213-327-6763

General Electric Company, ICSD
Bldg. 4, Room 210, 1 River Road
Schenectady, NY 12345
ATTN: James R. Pellegrino
Marketing Manager
518-385-3899

General Instrument Corporation
271 Shilling Circle
Hunt Valley, MD 21031
ATTN: Joe Newberger
3rd Party Service Manager
301-828-7600 Ext. 320

Gentry Associates, Inc.
7665 Currency Drive
Orlando, FL 32809
ATTN: James A. Henley
Service Manager
305-859-7450

Granada Data Systems
31284 San Antonio Street
Hayward, CA 94544
ATTN: Stephen Jarvis
VP Marketing
415-487-4042

Grumman Data Systems
90 Crossways Park Drive
Woodbury, NY 11797
ATTN: Stuart M. Asser
Assistant Director
516-349-5308

Hawaii Biomed Services, Inc.
1446 Meyers Street
Honolulu, HI 96819
ATTN: George N. Tamashiro
President
808-847-6587

Healthdyne Product Service Group
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Huntingdon Valley, PA 19006
ATTN: Adam Konieski
the field service manager

National Manager
215-657-6060

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Newton, MA 02161
ATTN: Richard Dalton, Director
Customer Services Sales
617-552-6475

Honeywell, Medical Electronics Division

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Pleasantville, NY 10570
ATTN: C. Gemmill
Manager of Customer Services
914-769-6700

Honeywell, Building Services Division

Honeywell Plaza
Minneapolis, MN 55408
ATTN: Jose T. Torres
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4800 E. Day Creek Road
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ATTN: Dick Jones
Marketing Manager
303-773-4700

IMLAC Corporation

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ATTN: J. Capurso
National Service Manager
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Indeserv

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Schaumburg, IL 60195
ATTN: William E. Snyder
VP Operations
312-490-1155

Integral Data Systems

Route 13 South
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ATTN: Marge Empie, Manager
Technical Marketing Admin.
603-673-9100 Ext. 549

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ATTN: Chuck Archer
VP Customer Engineering
213-502-1414

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ATTN: Bob Wolkowicz, VP Sales
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305-841-1865

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Dallas, TX 75007
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ATTN: David Brass
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(408) 734-2680 Mike Amanatullah - President

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(201) 288-6660 Robert A. Weber - President

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(609) 338-4240 Herbert Shannon - Dir. of Mktg.
Data Services

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(305) 792-3290 Alfred Gomez - Mktg. Manager.



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• PRIME - Interested

• COMPUTERVISION - NO

• CONTINENTAL RESOURCES - NO

• DENNISON - NO

• FACIT - NO

• X' GE - SOLD

• INFOREX - NO

• KEYDATA - NO

• MITRE - NO

• NIPPON ELECTRIC - call if interested

• RACAL - REDAC - NO

• RAYTHEON - NO

• BNET - Interested

• GTE - Interested

• COMPUGRAPHICS - Interested

• COMPUdata - NO

• CENTRONICS - NO

• BUNKER RAMO - Interested

• COMPUTERISTICS - NO

• COMPUTER DEVICES - NO

• SAVIN - NO

• PITNEY BOWES - NO

HARVEY

EAST

• IBM - NT client

• RCA - NT

• GRUMMAN - NT

• SPERRY - NO

• DECISION DATA - NT

• SORBUS - NT

• PERKIN ELMER - NO

• AYDIN - NO

• OLYMPIA

• ATI SERVICE

• COMPUTER HDW & MAINT. - NR

• DATAFLEX

• GEN. INST.

• SHIELD BUS SYS

• SYSTEC - NR

• WYLY LABS - NR

• DATA ACCESS SYS - NR

• COMPUTER HDW SUKS

• CONSTANT DATA CTRL

• WESTERN UNION - NT

MIDWEST



NIXDORF - NO
INCOTERM - NO
ITEL - NO
CODEX - NO
DATACOMM - NO
CANON - NO
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APPLICON - NO

NO reply



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THIRD-PARTY MAINTENANCE USER INTERVIEWS

USER SAMPLE BY PRODUCT CLASS	Currently Using Third-Party Maintenance	Not Using TPM But Have Considered	Have Not Considered Third-Party Maintenance	TOTALS Interviews
Large Systems	17	20	160	197
Minicomputers/SBS	45	62	256	363
Office Products ⁽¹⁾	24	21	124	169
Peripherals/Terminals ⁽²⁾	86	92	39	217
Personal Computers ⁽³⁾	23	15	58	96
Totals	195	210	637	1,042

1 = Workstations and word processor users

2 = Interviews with predominantly large system peripherals and terminals service users

3 = Business personal computer user only (no home PCs), excluding distributor maintenance



TPM SERVICE VENDOR REVENUES AND GROWTH

RANK	VENDOR	U.S. TPM REVENUE (\$ Millions)		PERCENT GROWTH
		1983	1982	
1	TRW	\$145	\$135	7%
2	SORBUS	118	101	17
3	CDC/COMMA	80	73	10
4	RCA Services	78	69	13
5	Western Union	45	39	15
6	General Electric	40	21	90
7	Bell & Howell	25	22	14
8	Bunker Ramo	19	18	5
9	Xerox	18	16	13
10	Tymshare	13	12	8



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This directory is an essential tool for all field and executive managers involved in the TPM business as a vendor or user.

For more information, or to place your order, please call us at INPUT, (415) 960-3990.



FOR IMMEDIATE RELEASE
September 20, 1984

Contact: (415) 960-3990

INPUT RELEASES NEW TPM VENDOR DIRECTORY

Researched in June/July 1984

No More Garage Shops, Answering Machines

MOUNTAIN VIEW, SEPTEMBER 20, 1984 - Companies looking for a third-party maintenance (TPM) vendor now have a single source where they can go to get everything from the vendor's phone number to whether he provides software maintenance for micro-based turnkey systems. And they won't have to wade through the hundreds of maintenance businesses run out of people's garages for spare cash.

The source is INPUT's new Directory of U.S. Third-Party Maintenance Vendors, 1984. It was researched in June and July of this year by contacting every known source of TPM and eliminating all of the small-time and part-time operations, leaving a core of substantial businesses that consistently offer a wide range of maintenance services.

The end result of this research effort is a directory that contains 307 full-length profiles of every significant third-party maintenance vendor in America—dependents and manufacturers both. Included in these profiles are:

- Company name, address, phone number;
- Name of the president;

.....more



- Number of years active in TPM;
- Number of service locations and repair depots;
- Geographic coverage;
- Number of employees (by five separate size categories), including total service employees, field engineers, field support specialists, administrators, and managers;
- Kinds of products serviced;
- Brands of products serviced;
- Kinds of services provided (preventive maintenance, software maintenance, training, installation, consulting, etc.); and
- Percentage of business provided in each of the three main delivery modes—on-site maintenance, repair depot/carry-in, and remote support services.

NOTE TO EDITORS: The report costs \$295. For more information, contact INPUT, (415) 960-3990



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INPUT's NEW TPM VENDOR DIRECTORY FOR 1984

Enclosed is a press release concerning INPUT's directory of third-party maintenance (TPM) vendors that includes only viable TPM businesses that offer a wide range of maintenance and support services. It can be purchased for \$295 and is the most comprehensive directory available in this rapidly growing market.

This directory is an essential tool for all field and executive managers involved in the TPM business as a vendor or user.

For more information, or to place your order, please call us at INPUT, (415) 960-3990.



FOR IMMEDIATE RELEASE
September 20, 1984

Contact: (415) 960-3990

INPUT RELEASES NEW TPM VENDOR DIRECTORY

Researched in June/July 1984

No More Garage Shops, Answering Machines

MOUNTAIN VIEW, SEPTEMBER 20, 1984 - Companies looking for a third-party maintenance (TPM) vendor now have a single source where they can go to get everything from the vendor's phone number to whether he provides software maintenance for micro-based turnkey systems. And they won't have to wade through the hundreds of maintenance businesses run out of people's garages for spare cash.

The source is INPUT's new Directory of U.S. Third-Party Maintenance Vendors, 1984. It was researched in June and July of this year by contacting every known source of TPM and eliminating all of the small-time and part-time operations, leaving a core of substantial businesses that consistently offer a wide range of maintenance services.

The end result of this research effort is a directory that contains 307 full-length profiles of every significant third-party maintenance vendor in America--independents and manufacturers both. Included in these profiles are:

- o Company name, address, phone number;
- o Name of the president;
- o Number of years active in TPM;

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- o Number of service locations and repair depots;
- o Geographic coverage;
- o Number of employees (by five separate size categories), including total service employees, field engineers, field support specialists, administrators, and managers;
- o Kinds of products serviced;
- o Brands of products serviced;
- o Kinds of services provided (preventive maintenance, software maintenance, training, installation, consulting, etc.); and
- o Percentage of business provided in each of the three main delivery modes--on-site maintenance, repair depot/carry-in, and remote support services.

NOTE TO EDITORS: The report costs \$295. For more information, contact INPUT, (415) 960-3990.



FOR IMMEDIATE RELEASE
September 21, 1984

(415) 960-3990

INPUT EXPLORES LARGE-SCALE SYSTEMS DIRECTIONS

MOUNTAIN VIEW, SEPTEMBER 21, 1984 - The large-scale systems strategies of IBM, Amdahl, and NAS are the subjects of a new report from INPUT, Ltd., a computer software and services market research firm based in London.

Entitled Large-Scale Systems Directions: Mid-Year Update-1984, the report provides a detailed analysis of IBM's mainframe hardware and software directions, as well as year-by-year residual value forecasts up to 1989.

Included in the strategy discussions are analyses of the following questions:

- Can the exponential demand for large mainframes continue?
- Will large mainframes evolve into large data base machines?
- If it takes so many MIPS to drive MVS/XA, isn't it legitimate to question whether an IBM mainframe is the logical choice to maintain large data bases and provide number-crunching muscle?

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- Will IBM continue the recent trend evident in its refusal to give out source code, thus effectively making it impossible for users ever to evaluate operating system performance, or to make informed choices about alternate computing strategies such as distributed minis?

And others.

The residual value forecasts include selected mainframes and large-scale peripherals from IBM, Amdahl, and NAS.

NOTE TO EDITORS: The report costs \$750. For an editorial review copy of the executive summary, contact David McDougal, INPUT, 1943 Landings Drive, Mountain View, CA 94043, (415) 960-3990.

